



PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics
Salem, OR Bend, OR
Camp Rilea (Warrenton, OR)*



NOTICE OF VACANCY

1. <u>Announcement Number</u> MP-10-0250-KS	2. <u>Title, Series, Grade, Salary</u> IT Specialist (PD# 20124a,20123a,20122a) GS-2210-5/7, Target 9 \$38,403 to \$70,236 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 8:00a – 4:30p M-F	4. <u>Duty Station</u> Office of Information and Technology, Portland Division
5. <u>Type & Number of Vacancies</u> Permanent 1 Full-time position	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 10/1/2010	8. <u>Closing Date</u> 10/22/2010

- This position is in the bargaining unit
- Relocation/Recruitment and PCS are not authorized.

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement and people eligible under special hiring authorities (See conditions of employment).
- ICTAP/CTAP eligible Federal Employees. (See conditions of employment).
- Noncompetitive appointment of certain military spouses. (See conditions of employment).
- VEOA (Veterans Employment Opportunity Act) eligible applicants (See conditions of employment).
- Schedule A Applicants (See conditions of employment).
- VRA (Veterans Readjustment Act) eligible applicants (See conditions of employment).

MAJOR DUTIES:

This position is located in the TIM Service, Portland VA Medical Center, Office of Information & Technology. The incumbent in this position performs a combination of duties; Help Desk and Tier II phone support, desk-side technical support and bench-top diagnosis and repair. The primary duties and responsibilities include resolving customer related Telecommunications software and hardware problems in accordance with established policies and procedures of the specific VA facility assigned. The incumbent is also responsible for diagnosing and/or resolving problems in response to customer reported incidents via trouble tickets; escalating problems to the Lead or Supervisory IT Specialist as appropriate; overseeing Telecom Help Desk activities; installation and coordination of phone services; and provide training to users of supported Telecommunications equipment. Provides Cisco Unified Communications technologies support including phones, voicemail, gateway, switch, client application and traffic analysis. Remains current with changing IT technologies via sponsored VA training and/or through personal education. Provides a variety of IT customer support services essential to the effective performance of VA Telecommunication systems. The work involves the planning and delivery of technical support services, including troubleshooting, installation, removals, moves, systems knowledge assistance and/or training in response to customer requirements. Ensures trouble ticket tracking and asset information is accurate. Identifies and breaks down problems using structured problem resolution approaches; and works with network specialists, applications developers, security specialists and vendors to prevent recurring problems. Documents solutions to problems and recommends fundamental changes to systems configurations to prevent recurrences. Assists the more experienced IT Specialists in resolving the more highly complex IT problems and unyielding systems issues. Researches and recommends purchase of improved hardware, software, and technologies that improves the efficiency and/or lowers the cost of telecommunications services. Evaluates telecommunications usage patterns and recommends methods for improving the functionality or efficiency of the Cisco Unified Communications platforms. Provides feedback on problematic trends and patterns in technical support to team leads and/or supervisor. Develops and maintains problem tracking and resolution databases ensuring accurate records are filed. Manages internal VA Department IT moves and installations of telecommunications equipment to assure adequate coordination of telecom services. Documents and provides feedback on problematic trends and patterns associated with customer support, including viable recommendations for improvement. Promulgates and assures conformance with VA/OI&T security policies by de-commissioning equipment, filling out appropriate paper work, following procedures to surplus outdated or damaged systems and equipment. Provides group and one on one systems/software applications training to customers as required or requested; and provides on the job customer support and IT and Help Desk technical training to lower graded IT Specialist. Attend various medical center committees and projects where telecommunications expertise is need or required.

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-2210 series applies and may be reviewed at the following Website: <http://www.opm.gov/qualifications/Standards/IOs/gs2200/2210-AltA.asp>.

(Continued on next page)

Regulatory requirements such as "time-in-grade" and "time after competitive appointment" is applicable.

TIME-IN-GRADE REQUIREMENT: Applicants applying under Merit Promotion procedures must meet applicable time-in-grade requirements to be considered eligible. This means current or former Federal employees must have completed a minimum of 52 weeks at the next lower grade level GS-5 position to qualify at the GS-7 and 52 weeks at the grade level GS-7 to qualify for GS-9 position. This requirement is in addition to the experience required below.

Specialized Experience: You must have one year of specialized experience at a level close to the work of this job that has given you the particular knowledge, skills, and abilities required to successfully perform. Typically we would find this experience in work within this field or a field that is closely related. Experience must be IT related; the experience may be demonstrated by paid or unpaid experience and/or completion of specific, intensive training (for example, IT certification), as appropriate individuals must have IT-related experience demonstrating each of the four competencies listed below. The employing agency is responsible for identifying the specific level of proficiency required for each competency at each grade level based on the requirements of the position being filled.

1. Attention to Detail - Is thorough when performing work and conscientious about attending to detail.
2. Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.
3. Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
4. Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives

Education: To qualify based on education, submit copy of transcript or list of courses with credit hours, major(s), and grade-point average or class ranking. Application materials will not be returned. Submit proof of your education with a transcript or list of courses with credit hours, major(s), and grade point average or class ranking. We will be unable to return these to you. You can receive credit for education received outside the United States if you provide evidence that it is comparable to an accredited educational institution in the United States when you apply.

All academic degrees and coursework must be from accredited or pre-accredited institutions

Graduate Education: Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management or degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks. GS-9 (or equivalent) master's degree or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to a master's degree or equivalent graduate degree

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

Applicants must demonstrate through their experience or education that they possess the following published KSAs for the grade at which they wish to apply and those below that grade:

1. Ability to install, maintain and troubleshoot various telecommunications equipment and systems to include Cisco Voice over IP telephony, Voicemail, ACD Systems and switched networks.
2. Ability to communicate to multiple stakeholders in simple to complex telecom projects to meet deadlines and project objectives.
3. Ability to provide professional customer service to internal and external customers in resolving Cisco Unified Communications issues.
4. Experience working on IT projects in a team setting.

CONDITIONS OF EMPLOYMENT:

- **Priority Consideration:** Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligible's will be considered well qualified if they can perform the duties of the position at the full performance level; planning and delivery of technical support services, including troubleshooting, installation, removals, moves, systems knowledge assistance and/or training in response to customer requirements.
- Federal Employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.
- **Noncompetitive Appointment of Certain Military Spouses**
 - Spouses of armed forces members who are involved in a Permanent Change of Station (PCS): You must include a copy of the service member's PCS Orders authorizing the spouse to accompany the service member and proof of marriage to the service member.

- Spouses of armed forces members who retired or were released from active duty with a 100% disability: You must include proof that service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability, and proof of marriage to the service member.
- Un-remarried widows or widowers of armed forces members killed while on active duty: You must include proof of service member's death while on active duty and proof of marriage to the service member.
- VEOA (Veterans Employment Opportunities Act) Veterans who are preference eligible's or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service. For information regarding Veterans' Preference please visit the following website:
<http://www.opm.gov/staffingPortal/Vetguide.asp>
- VRA (Veterans Recruitment Appointment) eligible applicants: Veterans who are Disabled veterans; or Veterans who served on active duty in the Armed Forces during a war, or in a campaign or expedition for which a campaign badge has been authorized; or Veterans who, while serving on active duty in the Armed Forces, participated in a United States military operation for which an Armed Forces Service Medal was awarded; or Recently separated veterans. Note: Not all 5-point preference eligible veterans may be eligible for a VRA appointment. For information regarding Veterans' Preference please visit the following website:
<http://www.opm.gov/staffingPortal/Vetguide.asp>
- Schedule A special hiring authority covers applicants with mental and physical disabilities. In order to be considered under this special hiring authority applicants need to provide proof of disability and job readiness certification. The proof of disability and job readiness certification can be provided by the following: 1) a statement or letter on a physician's/medical professional's letterhead; 2) statement, record or letter from a Federal Government agency that issues or provides disability benefits; 3) statement, record or letter from a State Vocational Rehabilitation Agency counselor; or 4) certification from a private Vocational Rehabilitation or other Counselor that issues or provides disability benefits. More information regarding this special hiring authority can be found at www.opm.gov/disability/aboutus.asp
- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.
- If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.
- A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment maybe denied..
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- This is a developmental position. If selected below the target level, employee may be promoted without further competition upon satisfactory completion of qualification and eligibility requirements.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

HOW TO APPLY:

Portland VAMC Permanent employees submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (Due **10/18/2010**).
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional)
4. OF-612 and/or Resume.

Other VA Permanent Employees submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume

- instead of OF-612. (Required).
- 2. Latest SF-50, Notification of Personnel Action (Required)
- 3. [VAF 4676a, Employee Supplemental Qualifications Statement](#) .
- 4. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (Optional).
- 5. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later)
- 6. Latest performance appraisal

Non VA Applicants submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612).
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference: (Required if Veterans Preference is being used for status)
 - a. DD-214, Military Discharge Paper (copy must display the required data which includes awards/medals/badges, dates and character of service) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later) (if applicable)
 - c. VA letter or DOD documentation of service-connected disability rating dated 1991 or later if applicable.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates are recommended to submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement.
6. A copy of your college transcripts (Optional unless education is required).

All application packets must be received in Human Resources by Close of Business (COB) on 10/22/10 (except as noted above). Application forms may be obtained in Human Resources Office or on our internal website. <http://vawww.portland.med.va.gov/Departments/CFO/HR/>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn: MP-10-0250-KS

PO Box 1034

Portland, OR 97207

Or faxed to:

503-273-5029

Or brought in person to:

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

Or emailed to:

PortlandVAJobs@va.gov

Subject: MP-10-0250-KS

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept in a US government envelope.**